

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

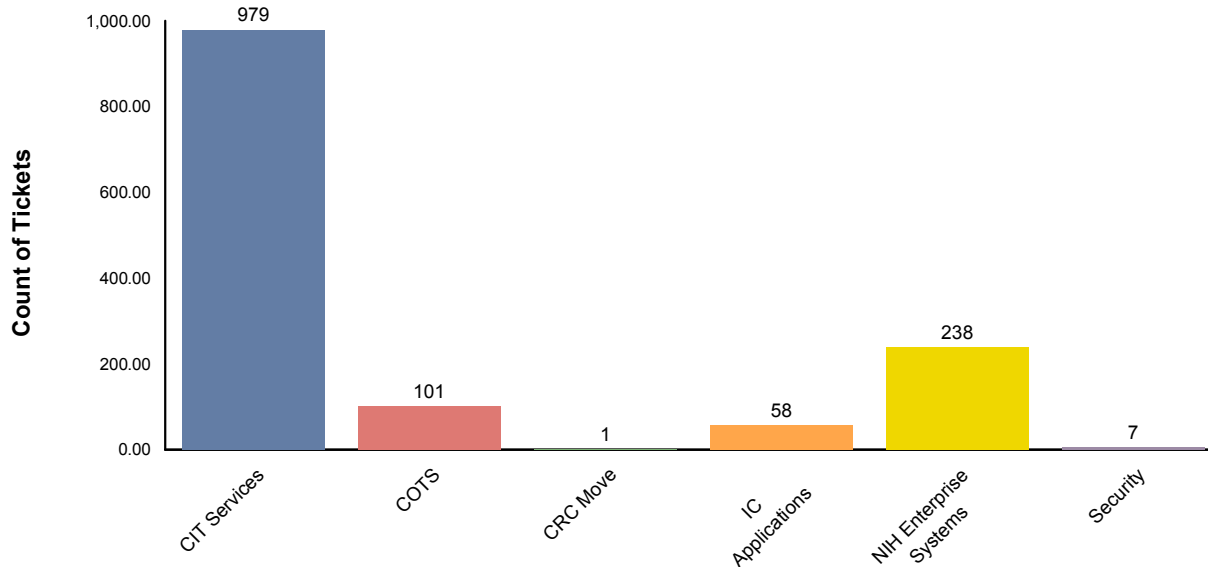
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,384

## Tickets By Category Summary

(For CC)



### CC 1,384

#### CIT Services 979

Accounts	380
Back Office Support	34
CIT Categories	203
CIT Categories Aspect	1
CIT Categories Remedy	7
Connectivity	14
Email	130
General Information	41
NECS	6
NIHnet	49
OS/390	6
Project Work	1
Telecommunications	71
Training	9
Video	3
Wireless Services	24

#### COTS 101

Application Support	58
Hardware	43

#### CRC Move 1

CRC Move	1
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#### IC Applications 58

CC APPS	13
CC APPS (DCRI)	26
Local LAN	11
Web Site Issue (non-CIT)	8

#### NIH Enterprise Systems 238

ADB	54
EHRP Func App Suppt	1
EHRP Interface	1
EHRP Security	11
EHRP Technical	4
EHRP User Error	2
EHRP Workflow/Worklist	5
NBS Int. Des/Dev	1
NBS-User Call	98
NED	20
NIH Data Warehouse	17
NIH Services	19
NVision	5

#### Security 7

Anti Virus SW	1
Security	6

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

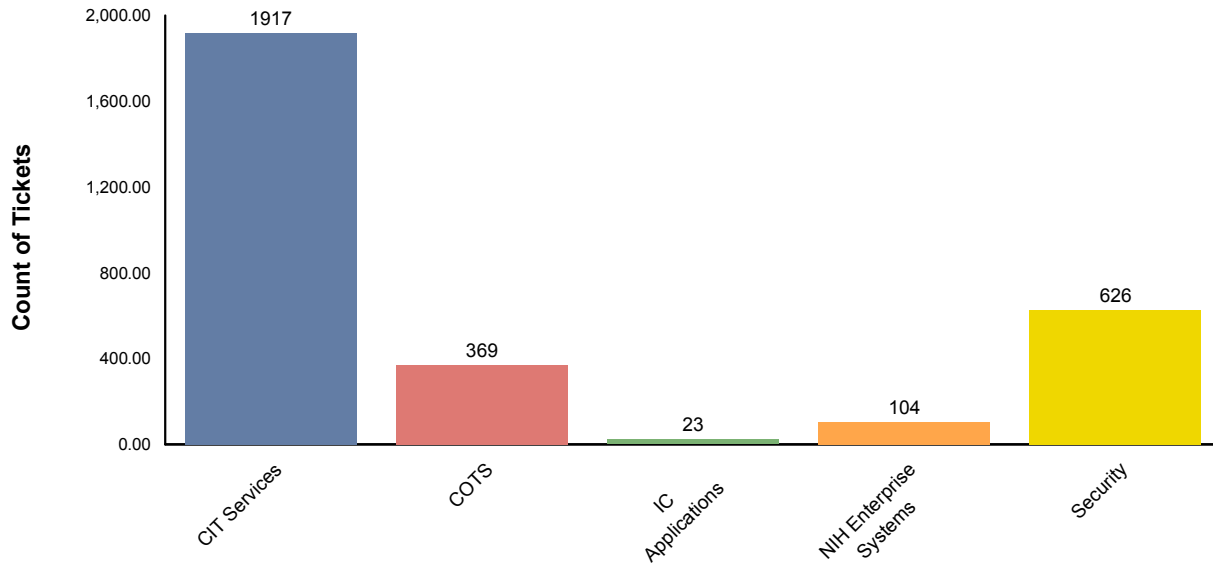
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,039

## Tickets By Category Summary

(For CIT)



**CIT** **3,039**

### CIT Services

**1,917**

Accounts	444
Back Office Support	73
CIT Categories	93
CIT Categories Aspect	8
CIT Categories Remedy	105
Connectivity	52
Email	693
General Information	222
Helix Support	2
NECS	8
NIHnet	95
OS/390	15
Project Work	16
Telecommunications	24
Training	13
Video	2
Wireless Services	52

### COTS

**369**

Application Support	121
Hardware	248

### IC Applications

**23**

Local LAN	14
OIT Categories	1
Web Site Issue (non-CIT)	8

### NIH Enterprise Systems

**104**

ADB	21
EHRP Non-App Specific	1
EHRP Security	3
EHRP Technical	4
EHRP Workflow/Worklist	3
eRA-IMPAC II	2
eRA-Software BA	2
NBS-User Call	22
NED	20
NIH Data Warehouse	10
NIH Services	11
NVision	5

### Security

**626**

Anti Virus SW	38
Security	588

# IC Ticket Report with Category Summary

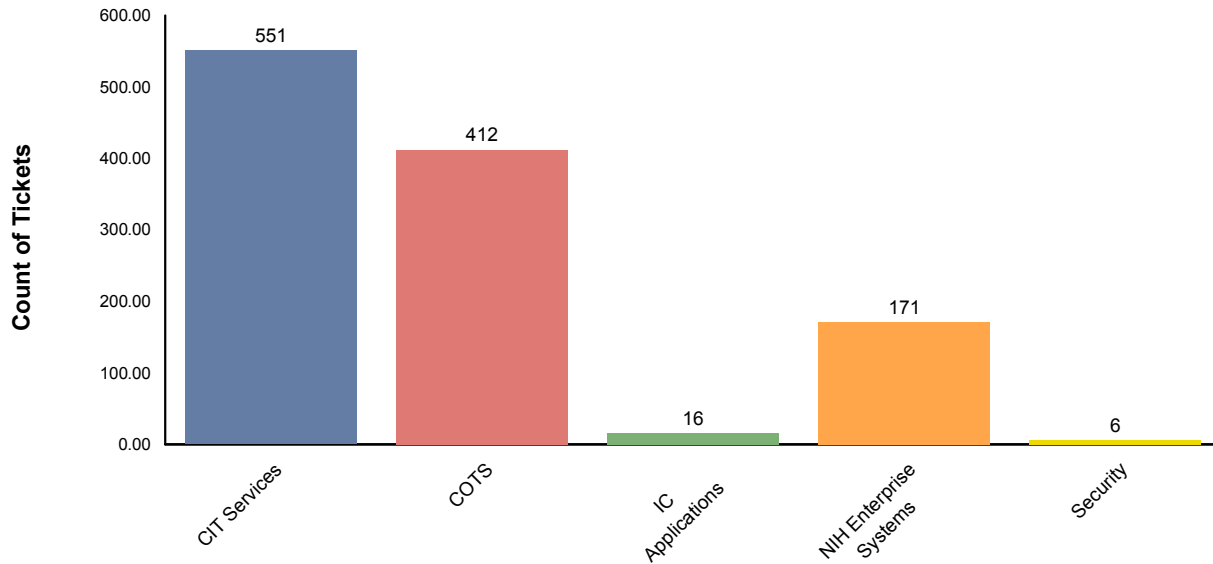
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,156

## Tickets By Category Summary (For CSR)



### CSR

1,156

#### CIT Services

551

Accounts	185
Back Office Support	66
CIT Categories	31
CIT Categories Remedy	5
Connectivity	43
Email	127
General Information	40
NIHnet	8
OS/390	2
Telecommunications	9
Video	4
Wireless Services	31

#### COTS

412

Application Support	141
Hardware	271

#### IC Applications

16

Local LAN	8
Web Site Issue (non-CIT)	8

#### NIH Enterprise Systems

171

ADB	4
EHRP Func App Suppt	1
EHRP Security	7
eRA-COMMONS	21
eRA-IMPAC II	53
eRA-Software BA	7
NBS-User Call	9
NED	6
NIH Data Warehouse	4
NIH Services	59

#### Security

6

Anti Virus SW	1
Security	5

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

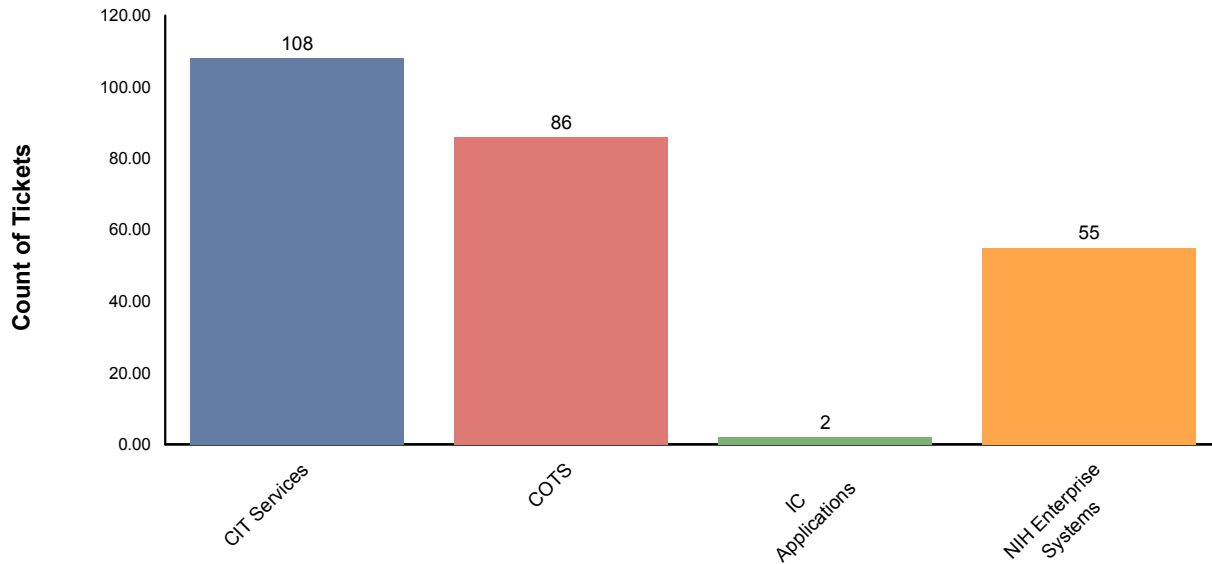
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 251

## Tickets By Category Summary

(For FIC)



**FIC** 251

### CIT Services 108

Accounts	26
Back Office Support	12
CIT Categories	5
CIT Categories Remedy	1
Connectivity	3
Email	30
General Information	15
NIHnet	1
OS/390	1
Telecommunications	3
Wireless Services	11

### COTS 86

Application Support	40
Hardware	46

### IC Applications 2

Local LAN	1
Web Site Issue (non-CIT)	1

### NIH Enterprise Systems 55

ADB	3
eRA-IMPAC II	13
eRA-Software BA	3
NBS-User Call	21
NED	3
NIH Data Warehouse	6
NIH Services	6

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

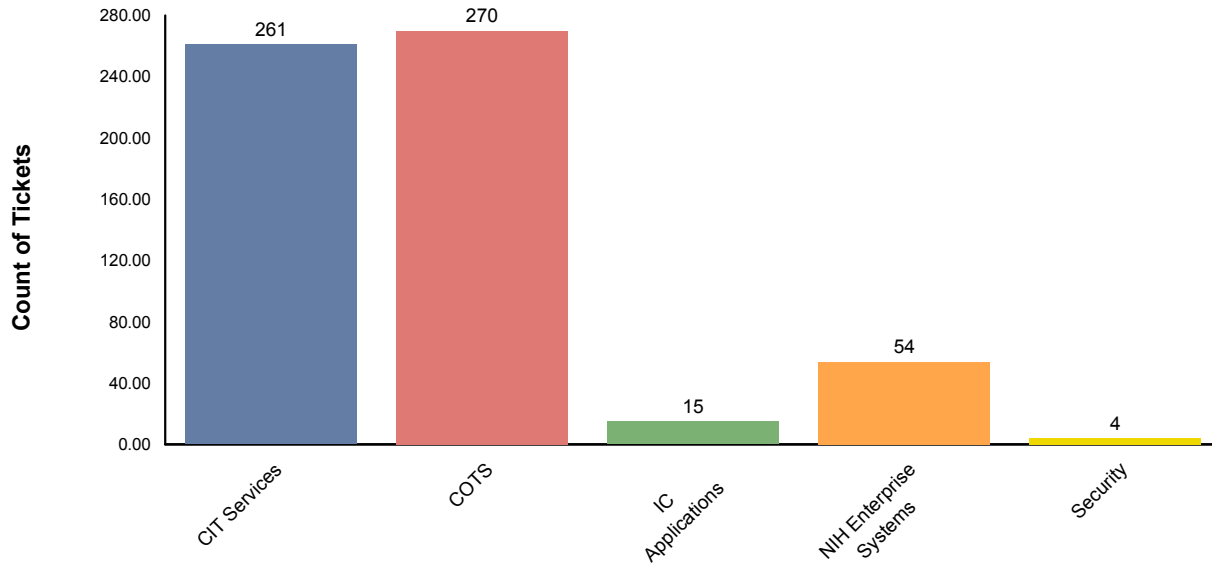
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 604

## Tickets By Category Summary

(For NCCAM)



NCCAM		604
<b>CIT Services</b>		<b>261</b>
Accounts	79	
Back Office Support	62	
CIT Categories	13	
Connectivity	6	
Email	51	
General Information	12	
NIHnet	10	
Telecommunications	6	
Training	1	
Video	1	
Wireless Services	20	
<b>COTS</b>		<b>270</b>
Application Support	65	
Hardware	205	
<b>IC Applications</b>		<b>15</b>
CC APPS	2	
CC APPS (DCRI)	4	
Local LAN	7	
Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>54</b>
ADB	9	
EHRP Security	2	
EHRP Technical	1	
eRA-COMMONS	1	
eRA-IMPAC II	5	
NBS-User Call	21	
NED	1	
NIH Data Warehouse	4	
NIH Services	8	
NVision	2	
<b>Security</b>		<b>4</b>
Security	4	

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

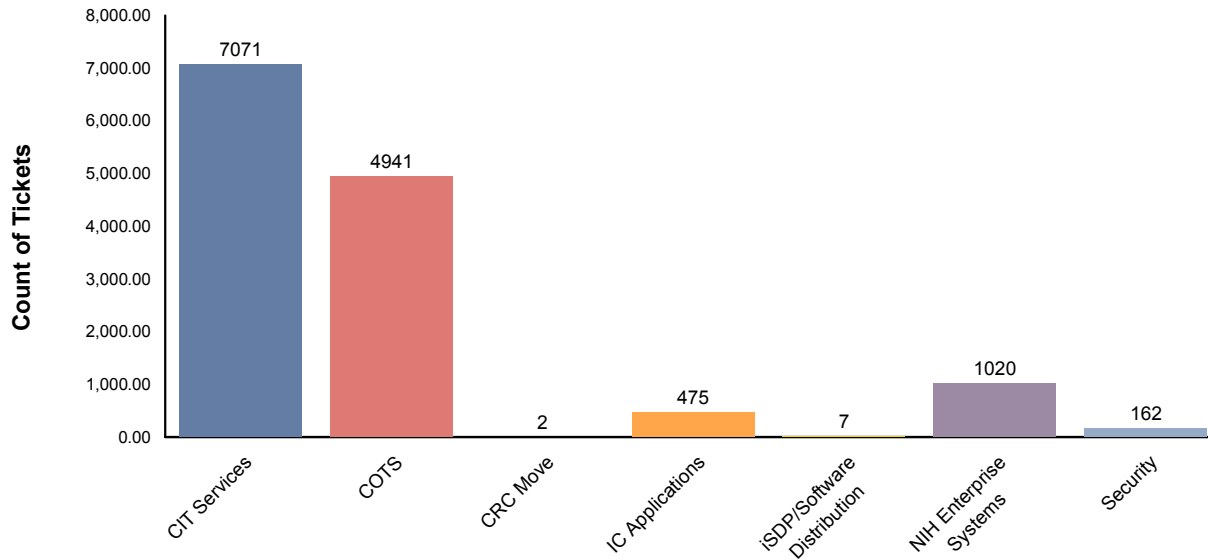
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 13,678

## Tickets By Category Summary

(For NCI)



**NCI** **13,678**

### CIT Services

**7,071**

Accounts	2,481
Back Office Support	1,138
CIT Categories	398
CIT Categories Remedy	5
Connectivity	342
Email	1,458
General Information	363
Helix Support	21
NECS	15
NIHnet	99
OS/390	41
Pubs/Software Distribution	12
Telecommunications	198
Training	31
Video	62
Wireless Services	407

### COTS

**4,941**

Application Support	2,021
Hardware	2,920

### CRC Move

**2**

CRC Move	2
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### IC Applications

**475**

CC APPS	38
CC APPS (DCRI)	83
E-Grants	22
Local LAN	232
OIT Categories	2
Web Site Issue (non-CIT)	98

### iSDP/Software Distribution

**7**

iSDP/Software Distribution	7
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### NIH Enterprise Systems

**1,020**

ADB	202
EHRP Change Management	2
EHRP Func App Suppt	15
EHRP Interface	1
EHRP Reporting	2
EHRP Security	56
EHRP Technical	19
EHRP User Error	1
EHRP Workflow/Worklist	9
eRA-COMMONS	3
eRA-IMPAC II	17
eRA-Software BA	2
NBS Enhancement	1
NBS Int. Des/Dev	1

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

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NBS-User Call	485	
NED	54	
NIH Data Warehouse	23	
NIH Services	105	
NVision	22	
<b>Security</b>		<b>162</b>
Anti Virus SW	20	
Security	142	

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

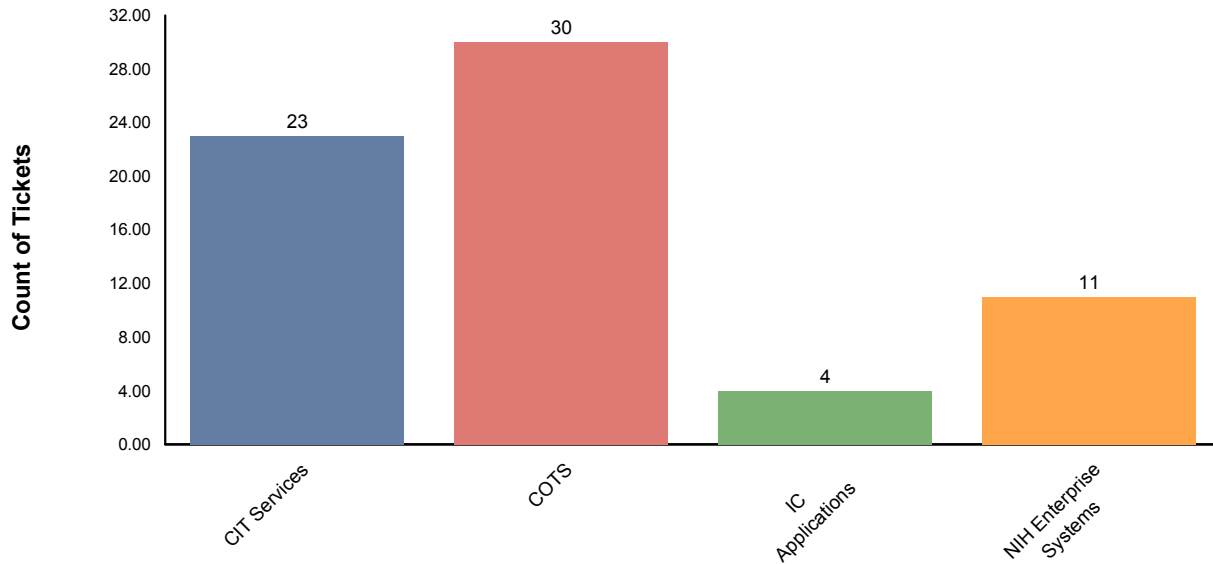
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 68

## Tickets By Category Summary

(For NCMHD)



NCMHD		68
<b>CIT Services</b>		<b>23</b>
Accounts	8	
Back Office Support	2	
CIT Categories	2	
Connectivity	1	
Email	4	
General Information	1	
NIHnet	2	
Telecommunications	1	
Wireless Services	2	
<b>COTS</b>		<b>30</b>
Application Support	10	
Hardware	20	
<b>IC Applications</b>		<b>4</b>
Local LAN	1	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>11</b>
ADB	2	
eRA-IMPAC II	4	
NBS-User Call	2	
NED	1	
NIH Services	2	



# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

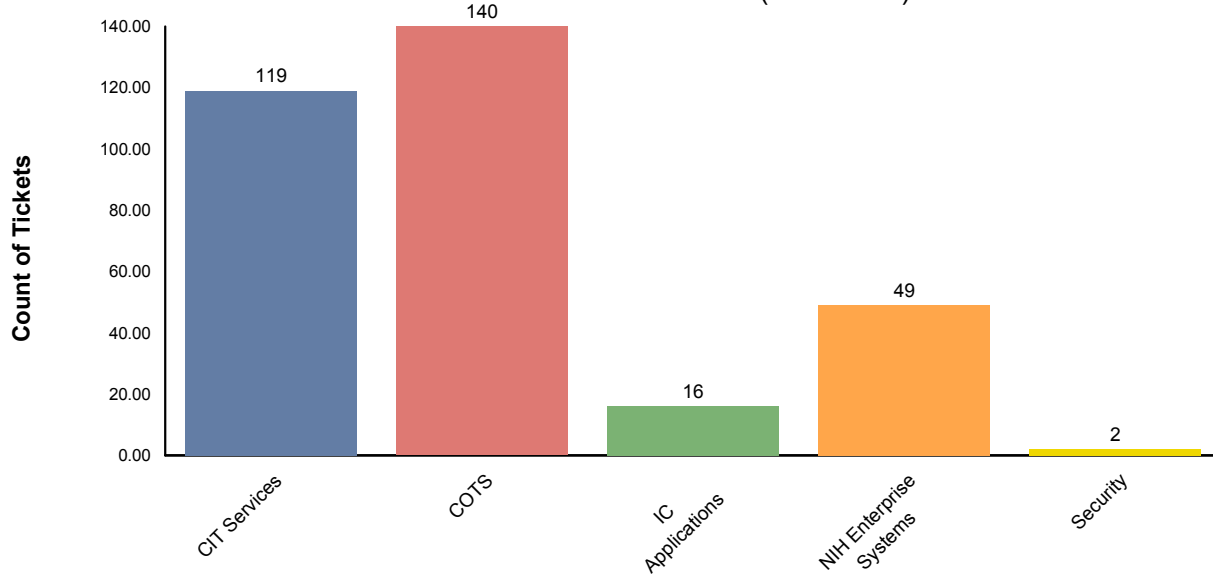
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 326

## Tickets By Category Summary

(For NCRR)



NCRR		326
<b>CIT Services</b>		<b>119</b>
Accounts	26	
Back Office Support	12	
CIT Categories	17	
CIT Categories Remedy	2	
Connectivity	3	
Email	17	
General Information	14	
NIHnet	3	
OS/390	2	
Telecommunications	3	
Wireless Services	20	
<b>COTS</b>		<b>140</b>
Application Support	90	
Hardware	50	
<b>IC Applications</b>		<b>16</b>
Local LAN	2	
Web Site Issue (non-CIT)	14	
<b>NIH Enterprise Systems</b>		<b>49</b>
ADB	4	
EHRP Reporting	1	
EHRP Technical	1	
EHRP Workflow/Worklist	1	
eRA-IMPAC II	7	
eRA-Software BA	4	
NBS-User Call	22	
NED	3	
NIH Data Warehouse	2	
NIH Services	4	
<b>Security</b>		<b>2</b>
Security	2	

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

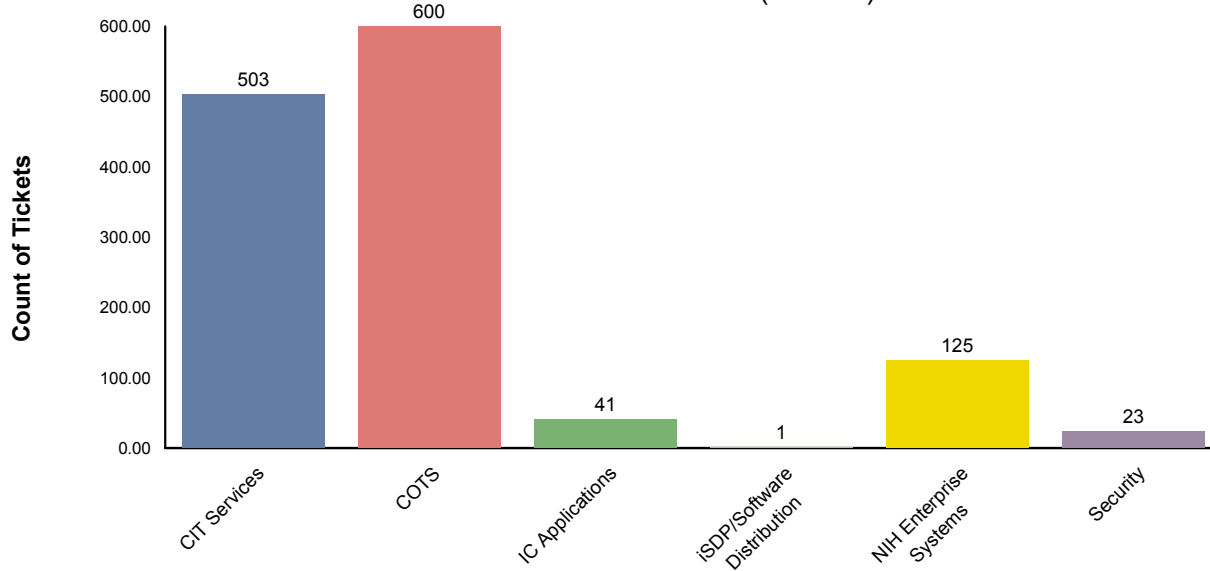
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,293

## Tickets By Category Summary

(For NEI)



NEI 1,293

### CIT Services

503

Accounts	149
Back Office Support	83
CIT Categories	19
CIT Categories Remedy	6
Connectivity	26
Email	131
General Information	31
Helix Support	3
NIHnet	15
OS/390	2
Pubs/Software Distribution	1
Telecommunications	14
Video	2
Wireless Services	21

### COTS

600

Application Support	234
Hardware	366

### IC Applications

41

CC APPS	7
CC APPS (DCRI)	2
Local LAN	24
Web Site Issue (non-CIT)	8

### iSDP/Software Distribution

1

iSDP/Software Distribution	1
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### NIH Enterprise Systems

125

ADB	20
EHRP Func App Suppt	1
EHRP Security	12
EHRP Technical	2
EHRP Workflow/Worklist	2
eRA-COMMONS	1
eRA-IMPAC II	1
NBS-User Call	70
NIH Data Warehouse	9
NIH Services	5
NVision	2

### Security

23

Anti Virus SW	4
Security	19

# IC Ticket Report with Category Summary

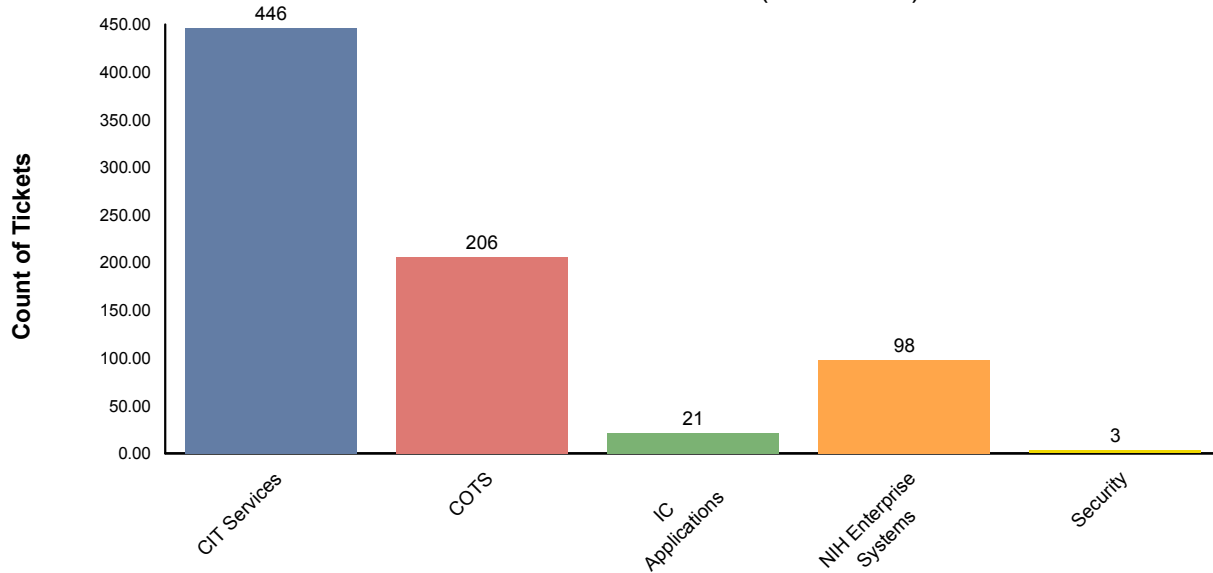
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 774

## Tickets By Category Summary (For NHGRI)



NHGRI		774
<b>CIT Services</b>		<b>446</b>
Accounts	174	
Back Office Support	26	
CIT Categories	42	
CIT Categories Remedy	2	
Connectivity	23	
Email	64	
General Information	19	
Helix Support	2	
NIHnet	25	
OS/390	10	
Pubs/Software Distribution	1	
Telecommunications	16	
Training	7	
Video	1	
Wireless Services	34	
<b>COTS</b>		<b>206</b>
Application Support	80	
Hardware	126	
<b>IC Applications</b>		<b>21</b>
CC APPS	2	
CC APPS (DCRI)	3	
Local LAN	11	
Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>98</b>
ADB	25	
EHRP Security	2	
EHRP Technical	1	
NBS Break/Fix	1	
NBS-User Call	52	
NED	2	
NIH Data Warehouse	4	
NIH Services	8	
NVision	3	
<b>Security</b>		<b>3</b>
Anti Virus SW	1	
Security	2	

# IC Ticket Report with Category Summary

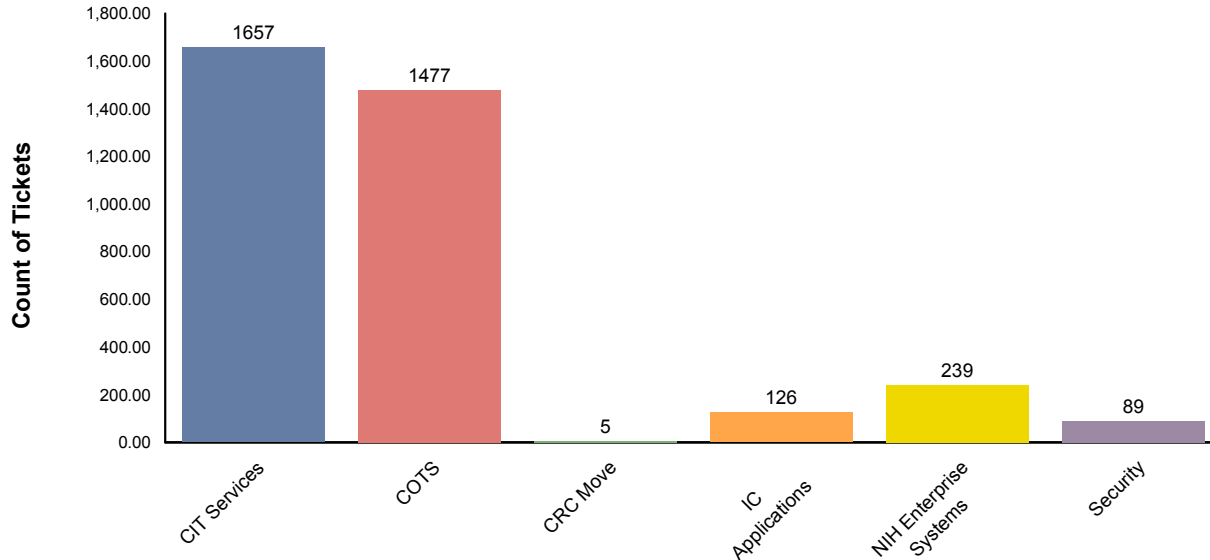
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,593

## Tickets By Category Summary (For NHLBI)



### NHLBI 3,593

#### CIT Services

1,657

Accounts	652
Back Office Support	175
CIT Categories	71
CIT Categories Remedy	2
Connectivity	127
DCS 7x24	1
Email	359
General Information	92
Helix Support	2
NIHnet	29
OS/390	6
Pubs/Software Distribution	1
Telecommunications	54
Training	11
Video	11
Wireless Services	64

#### COTS

1,477

Application Support	606
Hardware	871

#### CRC Move

5

CRC Move	5
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#### IC Applications

126

CC APPS	7
CC APPS (DCRI)	14
E-Grants	2
Local LAN	91
Web Site Issue (non-CIT)	12

#### NIH Enterprise Systems

239

ADB	70
EHRP Func App Suppt	1
EHRP Security	10
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-COMMONS	2
eRA-IMPAC II	12
eRA-Software BA	1
NBS Break/Fix	1
NBS-User Call	74
NED	10
NIH Data Warehouse	25
NIH Services	28
NVision	3

#### Security

89

Anti Virus SW	14
Security	75

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

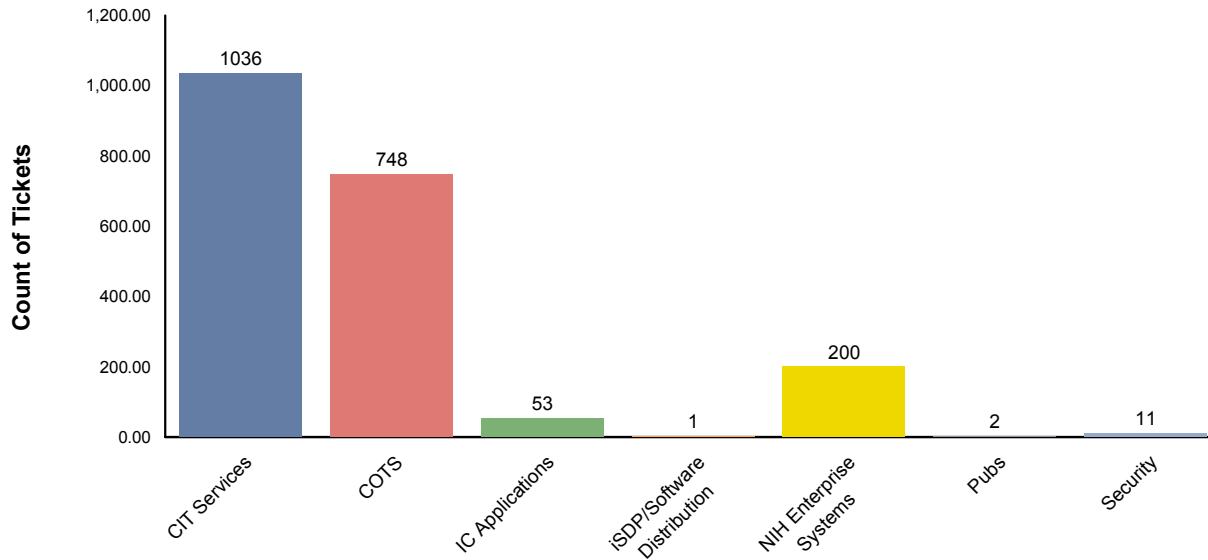
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,051

## Tickets By Category Summary

(For NIA)



**NIA** 2,051

### CIT Services

1,036

Accounts	369
Back Office Support	139
CIT Categories	86
CIT Categories Remedy	6
Connectivity	47
Email	154
General Information	55
Helix Support	3
NIHnet	17
OS/390	6
Pubs/Software Distribution	1
Telecommunications	88
Training	6
Video	2
Wireless Services	57

### COTS

748

Application Support	260
Hardware	488

### IC Applications

53

Local LAN	29
Web Site Issue (non-CIT)	24

### iSDP/Software Distribution

1

iSDP/Software Distribution	1
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### NIH Enterprise Systems

200

ADB	21
EHRP Func App Suppt	3
EHRP Security	4
EHRP Technical	3
EHRP User Error	1
EHRP Workflow/Worklist	3
eRA-COMMONS	1
eRA-IMPAC II	38
eRA-Software BA	8
NBS-User Call	71
NED	12
NIH Data Warehouse	3
NIH Services	26
NVision	6

### Pubs

2

Pubs	2
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### Security

11

Anti Virus SW	1
Security	10

# IC Ticket Report with Category Summary

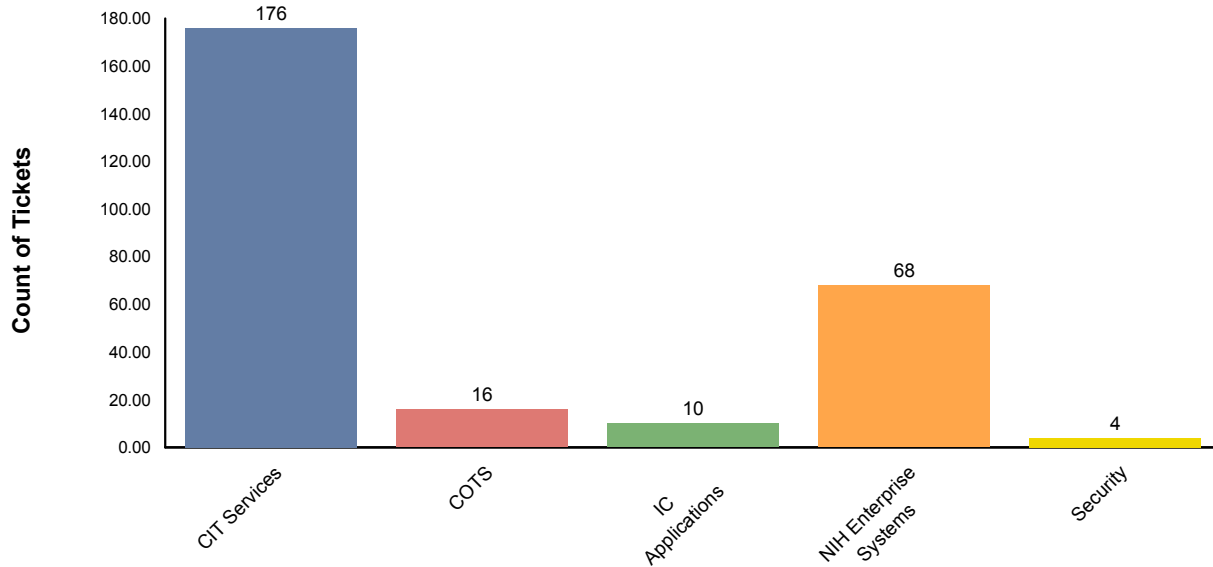
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 274

## Tickets By Category Summary (For NIAAA)



### NIAAA

274

#### CIT Services

176

Accounts	68
Back Office Support	15
CIT Categories	25
CIT Categories Remedy	2
Connectivity	11
Email	9
General Information	9
Helix Support	3
NECS	1
NIHnet	5
OS/390	1
Pubs/Software Distribution	1
Telecommunications	8
Training	5
Video	1
Wireless Services	12

#### COTS

16

Application Support	8
Hardware	8

#### IC Applications

10

Local LAN	5
Web Site Issue (non-CIT)	5

#### NIH Enterprise Systems

68

ADB	9
EHRP Security	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	1
eRA-Software BA	4
NBS-User Call	38
NED	3
NIH Data Warehouse	5
NIH Services	2
NVision	4

#### Security

4

Security	4
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# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

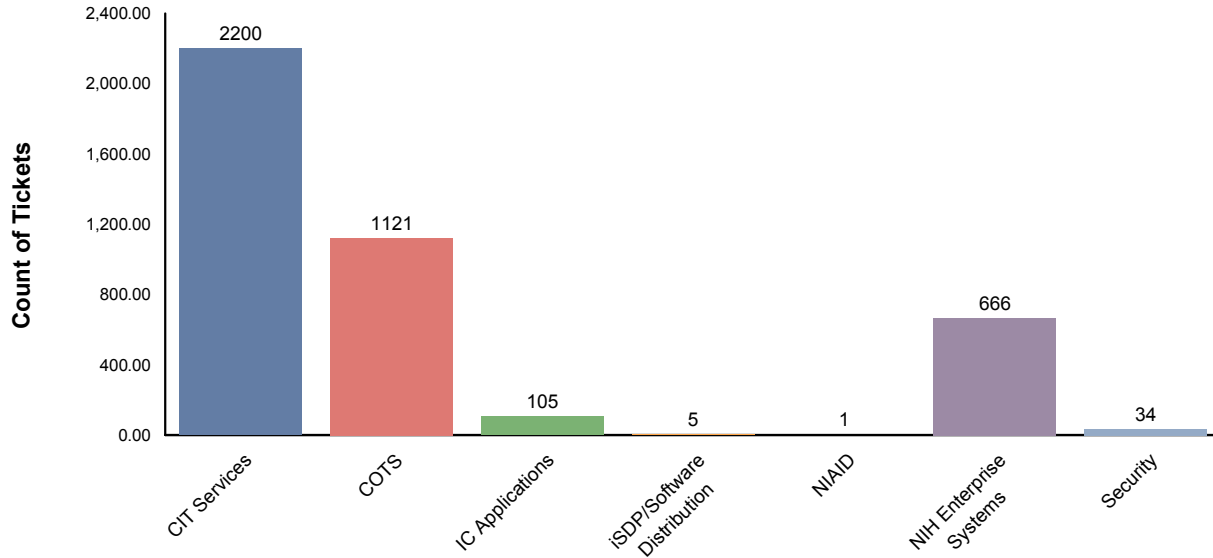
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 4,132

## Tickets By Category Summary

(For NIAID)



### NIAID 4,132

#### CIT Services

2,200

Accounts	719
Back Office Support	296
CIT Categories	273
CIT Categories Remedy	7
Connectivity	45
Email	409
General Information	120
Helix Support	2
NECS	7
NIHnet	25
OS/390	10
Telecommunications	58
Training	17
Video	9
Wireless Services	203

#### COTS

1,121

Application Support	459
Hardware	662

#### IC Applications

105

CC APPS	2
CC APPS (DCRI)	36
Local LAN	33
Web Site Issue (non-CIT)	34

#### iSDP/Software Distribution

5

iSDP/Software Distribution	5
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#### NIAID

1

NIAID	1
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#### NIH Enterprise Systems

666

ADB	100
EHRP Change Management	1
EHRP Func App Suppt	9
EHRP Interface	1
EHRP Non-App Specific	1
EHRP Reporting	4
EHRP Security	39
EHRP Technical	16
EHRP User Error	4
EHRP Workflow/Worklist	7
eRA-COMMONS	2
eRA-IMPAC II	36
eRA-Software BA	5
NBS Break/Fix	2
NBS Int. Des/Dev	1
NBS-User Call	288
NED	46

IC Ticket Report with Category Summary  
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NIH Data Warehouse	15	
NIH Services	81	
NVision	8	
Security		34
Anti Virus SW	8	
Security	26	



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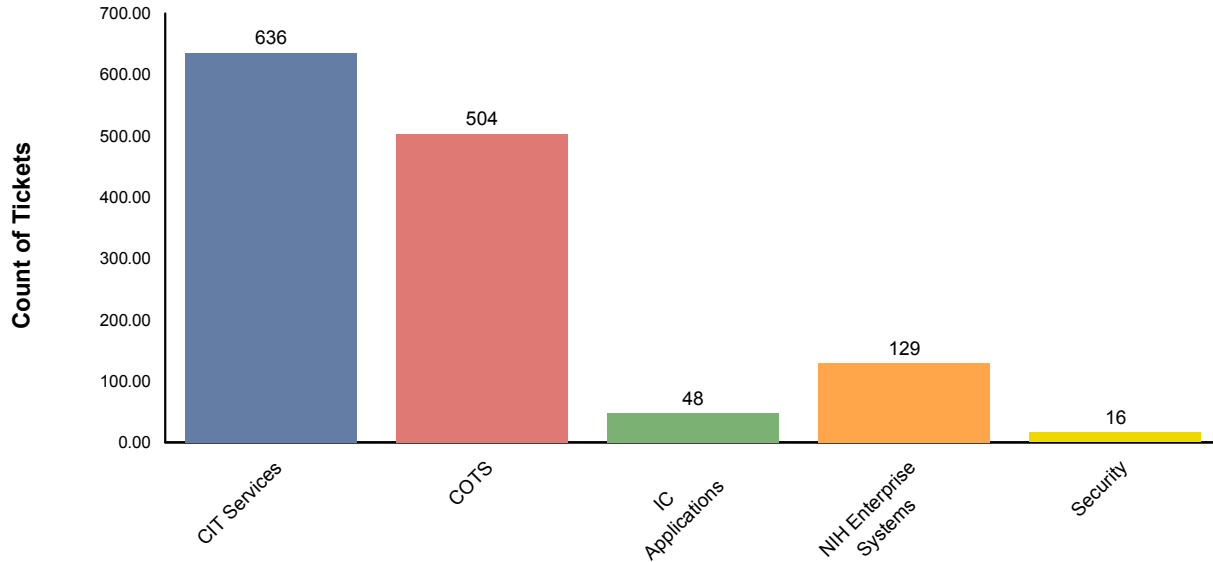
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,333

## Tickets By Category Summary (For NIAMS)



### NIAMS 1,333

#### CIT Services

636

Accounts	203
Back Office Support	135
CIT Categories	24
CIT Categories Remedy	4
Connectivity	29
Email	134
General Information	34
Helix Support	1
NECS	1
NIHnet	9
OS/390	3
Telecommunications	24
Training	2
Unix Support	2
Video	5
Wireless Services	26

#### COTS

504

Application Support	188
Hardware	316

#### IC Applications

48

CC APPS	6
CC APPS (DCRI)	5
Local LAN	25
OIT Categories	4
Web Site Issue (non-CIT)	8

#### NIH Enterprise Systems

129

ADB	29
EHRP Security	1
eRA-IMPAC II	4
NBS-User Call	61
NED	3
NIH Data Warehouse	4
NIH Services	26
NVision	1

#### Security

16

Anti Virus SW	4
Security	12

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

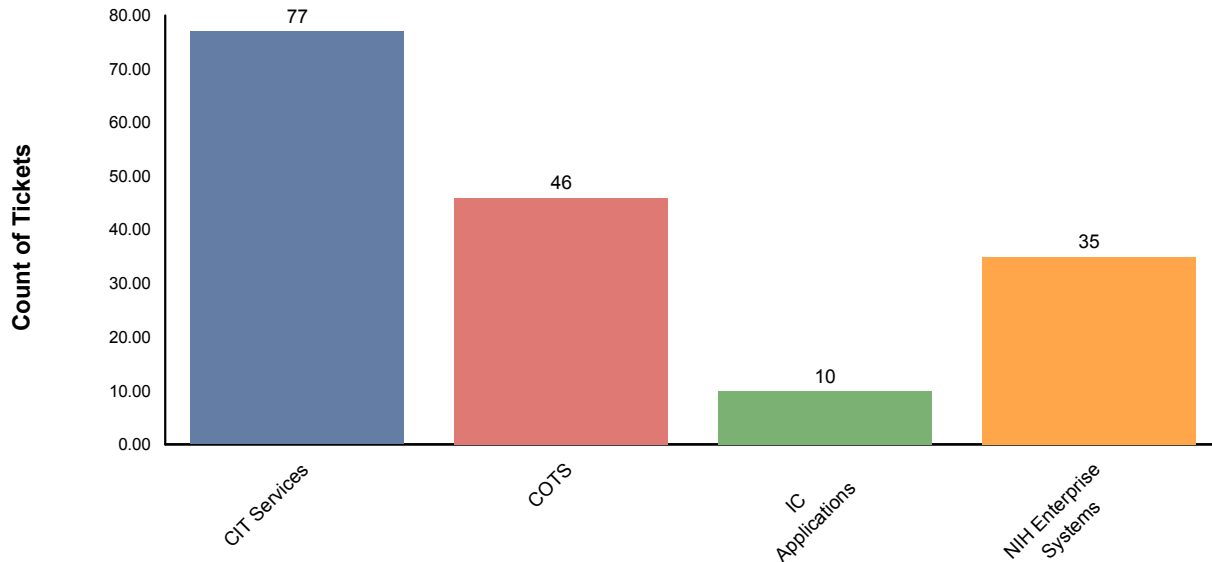
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 168

## Tickets By Category Summary

(For NIBIB)



### NIBIB 168

#### CIT Services

77

Accounts	38
Back Office Support	6
CIT Categories	4
Connectivity	1
Email	12
General Information	4
NIHnet	3
Telecommunications	2
Training	1
Wireless Services	6

#### COTS

46

Application Support	13
Hardware	33

#### IC Applications

10

E-Grants	3
Local LAN	6
Web Site Issue (non-CIT)	1

#### NIH Enterprise Systems

35

ADB	1
EHRP Func App Suppt	1
EHRP Security	2
eRA-IMPAC II	2
eRA-Software BA	1
NBS-User Call	16
NED	1
NIH Data Warehouse	4
NIH Services	4
NVision	3

# IC Ticket Report with Category Summary

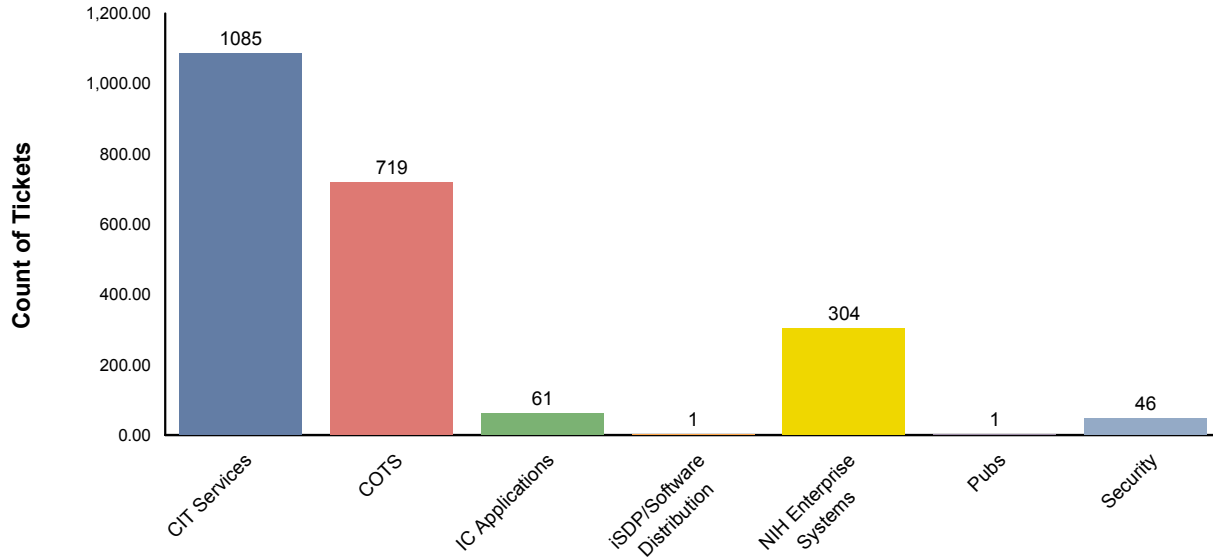
For 01/01/2005 to 03/31/2005

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,217

## Tickets By Category Summary (For NICHD)



### NICHD 2,217

#### CIT Services

1,085

Accounts	387
Back Office Support	77
CIT Categories	75
CIT Categories Remedy	3
Connectivity	76
Email	250
General Information	62
Helix Support	5
NECS	2
NIHnet	22
OS/390	9
Project Work	1
Pubs/Software Distribution	1
Telecommunications	39
Training	3
Unix Support	3
Video	9
Wireless Services	61

#### COTS

719

Application Support	260
Hardware	459

#### IC Applications

61

CC APPS	1
CC APPS (DCRI)	5
Local LAN	44
Web Site Issue (non-CIT)	11

#### iSDP/Software Distribution

1

iSDP/Software Distribution	1
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#### NIH Enterprise Systems

304

ADB	44
EHRP Change Management	1
EHRP Func App Suppt	2
EHRP Security	4
EHRP Technical	1
EHRP Workflow/Worklist	2
eRA-IMPAC II	29
eRA-Software BA	2
NBS Int. Des/Dev	1
NBS-User Call	164
NED	16
NIH Data Warehouse	11
NIH Services	25
NVision	2

#### Pubs

1

Pubs	1
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IC Ticket Report with Category Summary  
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Security	46
Anti Virus SW	13
Security	33

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

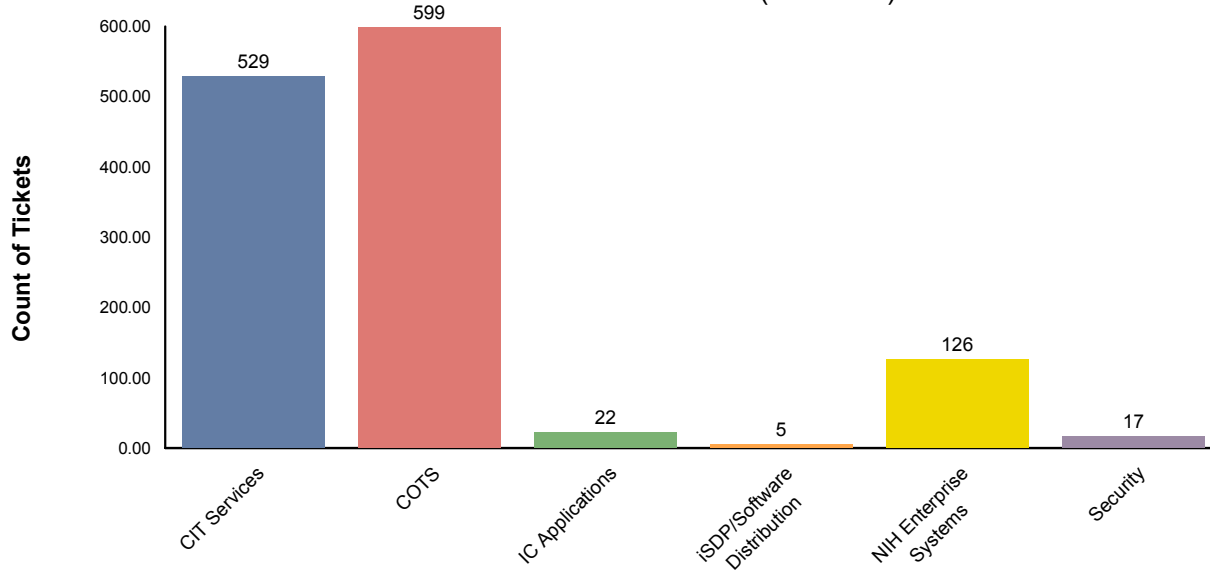
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,298

## Tickets By Category Summary

(For NIDA)



**NIDA** 1,298

### CIT Services

529

Accounts	181
Back Office Support	45
CIT Categories	42
CIT Categories Remedy	1
Connectivity	18
Email	110
General Information	33
NIHnet	17
OS/390	1
Pubs/Software Distribution	4
Telecommunications	14
Training	6
Video	4
Wireless Services	53

### COTS

599

Application Support	203
Hardware	396

### IC Applications

22

Local LAN	17
Web Site Issue (non-CIT)	5

### iSDP/Software Distribution

5

iSDP/Software Distribution	5
----------------------------	---

### NIH Enterprise Systems

126

ADB	16
EHRP Security	2
EHRP Workflow/Worklist	1
eRA-COMMONS	4
eRA-IMPAC II	17
eRA-Software BA	3
NBS-User Call	45
NED	3
NIH Data Warehouse	7
NIH Services	27
NVision	1

### Security

17

Anti Virus SW	4
Security	13

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

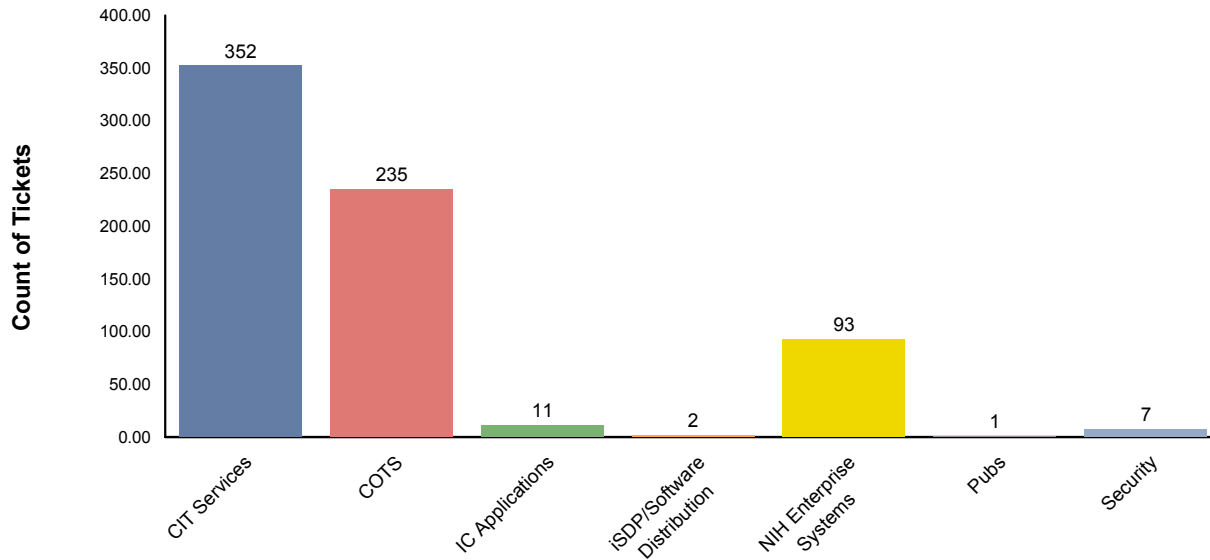
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 701

## Tickets By Category Summary

(For NIDCD)



### NIDCD

701

#### CIT Services

352

Accounts	116
Back Office Support	64
CIT Categories	15
CIT Categories Remedy	1
Connectivity	15
Email	65
General Information	23
Helix Support	3
NIHnet	12
OS/390	6
Telecommunications	8
Training	3
Video	2
Wireless Services	19

#### COTS

235

Application Support	96
Hardware	139

#### IC Applications

11

CC APPS	1
Local LAN	9
Web Site Issue (non-CIT)	1

#### iSDP/Software Distribution

2

iSDP/Software Distribution	2
----------------------------	---

#### NIH Enterprise Systems

93

ADB	14
EHRP Security	3
eRA-COMMONS	1
eRA-IMPAC II	23
eRA-Software BA	2
NBS Int. Des/Dev	1
NBS-User Call	29
NED	6
NIH Data Warehouse	5
NIH Services	9

#### Pubs

1

Pubs	1
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#### Security

7

Anti Virus SW	2
Security	5

# IC Ticket Report with Category Summary

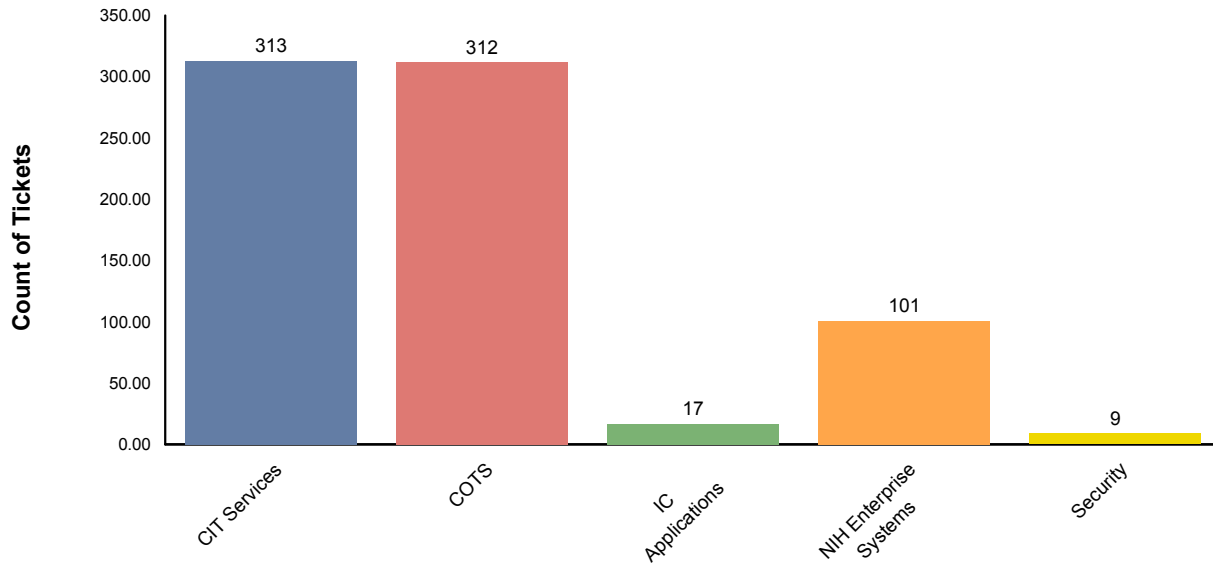
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 752

## Tickets By Category Summary (For NIDCR)



### NIDCR 752

#### CIT Services 313

Accounts	117
Back Office Support	22
CIT Categories	26
Connectivity	26
Email	52
General Information	20
Helix Support	1
NIHnet	4
OS/390	7
Telecommunications	16
Training	3
Wireless Services	19

#### COTS 312

Application Support	135
Hardware	177

#### IC Applications 17

CC APPS	1
CC APPS (DCRI)	3
Local LAN	6
Web Site Issue (non-CIT)	7

#### NIH Enterprise Systems 101

ADB	19
EHRP Security	6
EHRP Technical	2
eRA-COMMONS	1
eRA-IMPAC II	7
eRA-Software BA	1
NBS-User Call	43
NED	4
NIH Data Warehouse	3
NIH Services	11
NVision	4

#### Security 9

Anti Virus SW	3
Security	6

# IC Ticket Report with Category Summary

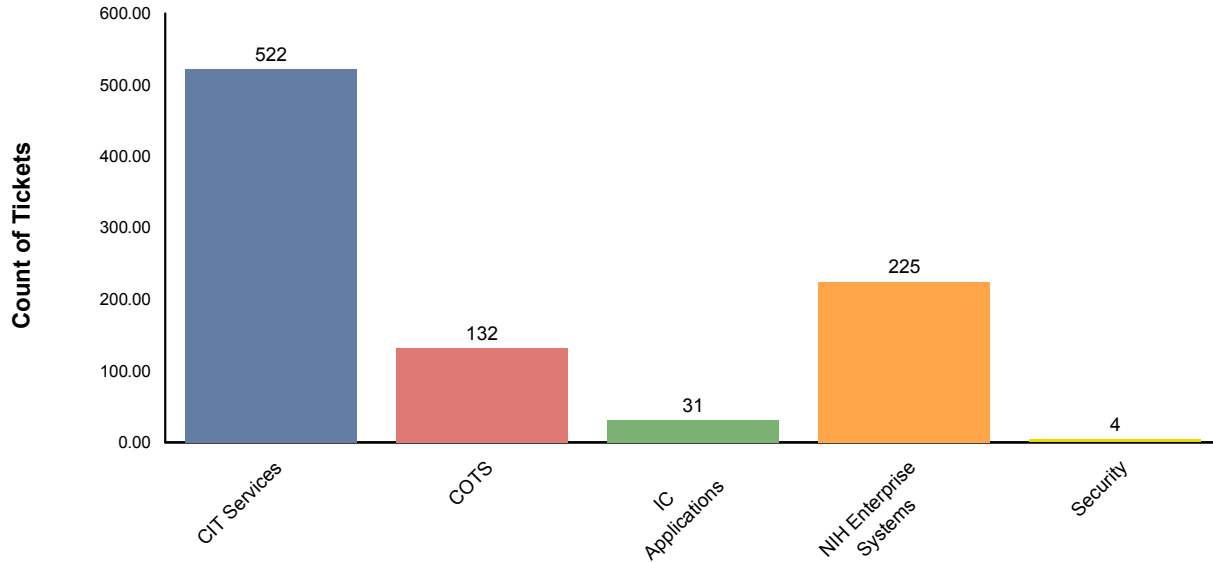
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 914

## Tickets By Category Summary (For NIDDK)



### NIDDK

914

#### CIT Services

522

Accounts	263
Back Office Support	16
CIT Categories	57
CIT Categories Remedy	2
Connectivity	30
Email	61
General Information	30
Helix Support	7
NIHnet	10
OS/390	3
Telecommunications	23
Training	3
Video	2
Wireless Services	15

#### COTS

132

Application Support	51
Hardware	81

#### IC Applications

31

CC APPS	4
CC APPS (DCRI)	11
Local LAN	7
Web Site Issue (non-CIT)	9

#### NIH Enterprise Systems

225

ADB	41
EHRP Func App Suppt	1
EHRP Security	6
EHRP Technical	3
EHRP User Error	2
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	4
eRA-Software BA	3
NBS-User Call	123
NED	24
NIH Data Warehouse	3
NIH Services	11
NVision	2

#### Security

4

Anti Virus SW	1
Security	3



# IC Ticket Report with Category Summary

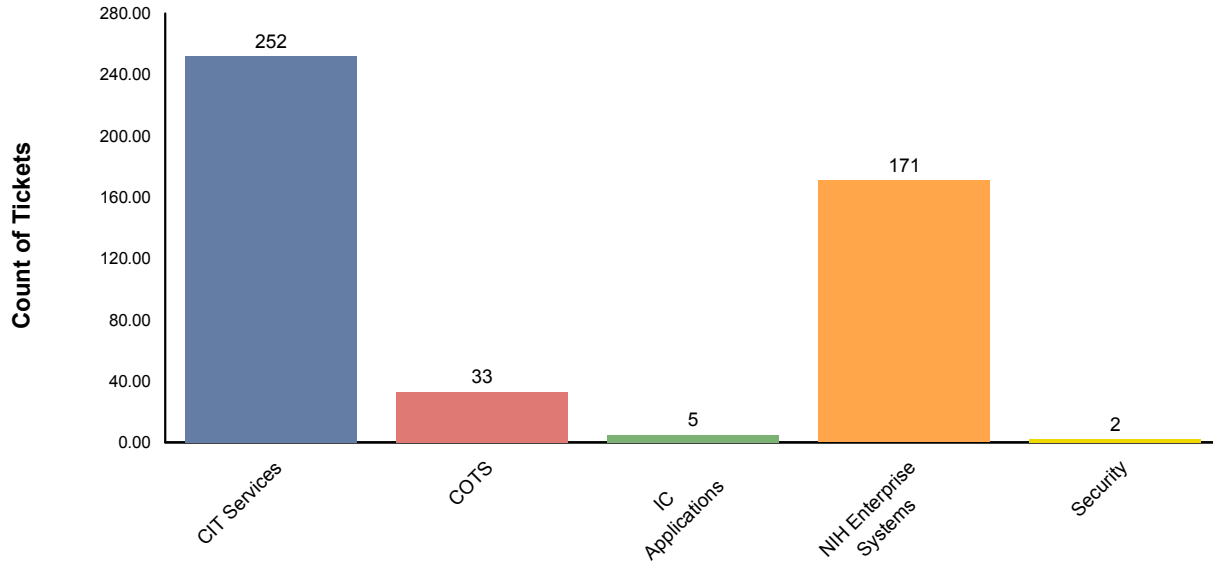
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 463

## Tickets By Category Summary (For NIEHS)



### NIEHS

463

#### CIT Services

252

Accounts	124
Back Office Support	29
CIT Categories	30
Connectivity	3
Email	20
General Information	17
NIHnet	2
OS/390	9
Telecommunications	4
Training	1
Video	2
Wireless Services	11

#### COTS

33

Application Support	17
Hardware	16

#### IC Applications

5

Local LAN	3
Web Site Issue (non-CIT)	2

#### NIH Enterprise Systems

171

ADB	33
EHRP Func App Suppt	1
EHRP Reporting	2
EHRP Security	11
EHRP Technical	3
EHRP Workflow/Worklist	1
eRA-IMPAC II	4
NBS Break/Fix	3
NBS-User Call	89
NED	2
NIH Data Warehouse	8
NIH Services	12
NVision	2

#### Security

2

Anti Virus SW	1
Security	1

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

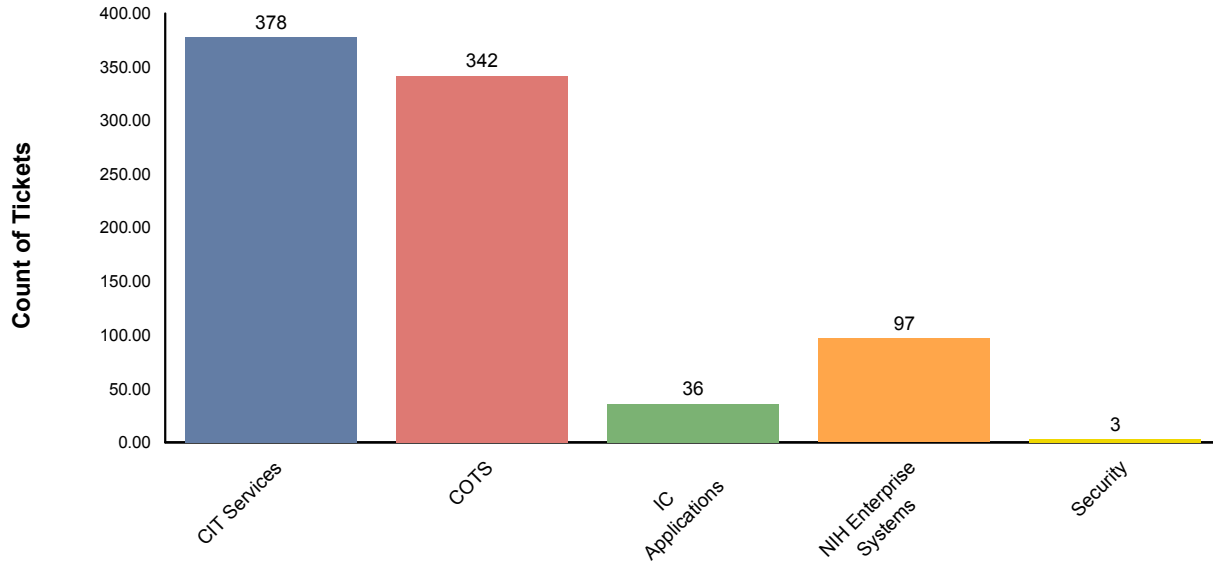
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 856

## Tickets By Category Summary

(For NIGMS)



### NIGMS

856

#### CIT Services

378

Accounts	66
Back Office Support	76
CIT Categories	24
CIT Categories Remedy	15
Connectivity	12
Email	77
General Information	35
NIHnet	9
Telecommunications	10
Training	1
Wireless Services	53

#### COTS

342

Application Support	151
Hardware	191

#### IC Applications

36

E-Grants	6
Local LAN	12
Web Site Issue (non-CIT)	18

#### NIH Enterprise Systems

97

ADB	3
EHRP Security	2
EHRP Workflow/Worklist	1
eRA-COMMONS	2
eRA-IMPAC II	38
eRA-Software BA	4
NBS-User Call	16
NED	2
NIH Data Warehouse	2
NIH Services	25
NVision	2

#### Security

3

Anti Virus SW	2
Security	1

# IC Ticket Report with Category Summary

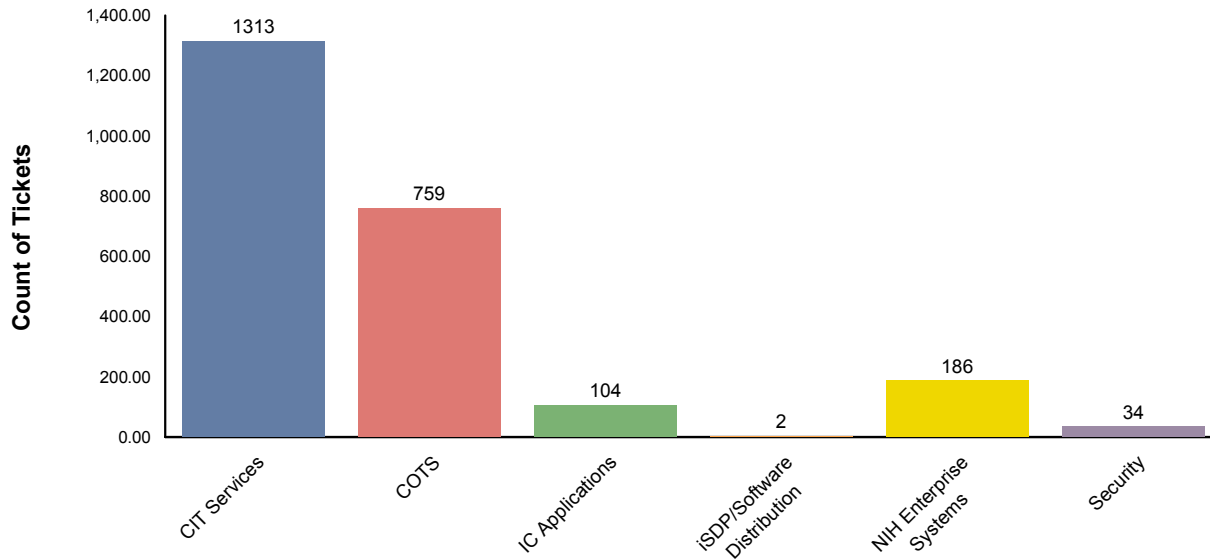
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,398

## Tickets By Category Summary (For NIMH)



### NIMH 2,398

#### CIT Services

1,313

Accounts	446
Back Office Support	128
CIT Categories	92
CIT Categories Remedy	7
Connectivity	78
Email	275
General Information	74
Helix Support	1
NECS	1
NIHnet	42
OS/390	8
Pubs/Software Distribution	2
Telecommunications	42
Training	21
Video	3
Wireless Services	93

#### COTS

759

Application Support	319
Hardware	440

#### IC Applications

104

CC APPS	10
CC APPS (DCRI)	26
Local LAN	47
OIT Categories	1
Web Site Issue (non-CIT)	20

#### iSDP/Software Distribution

2

iSDP/Software Distribution	2
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#### NIH Enterprise Systems

186

ADB	45
EHRP Security	6
EHRP Workflow/Worklist	2
eRA-COMMONS	1
eRA-IMPAC II	9
eRA-Software BA	2
NBS-User Call	77
NED	9
NIH Data Warehouse	8
NIH Services	27

#### Security

34

Anti Virus SW	9
Security	25

# IC Ticket Report with Category Summary

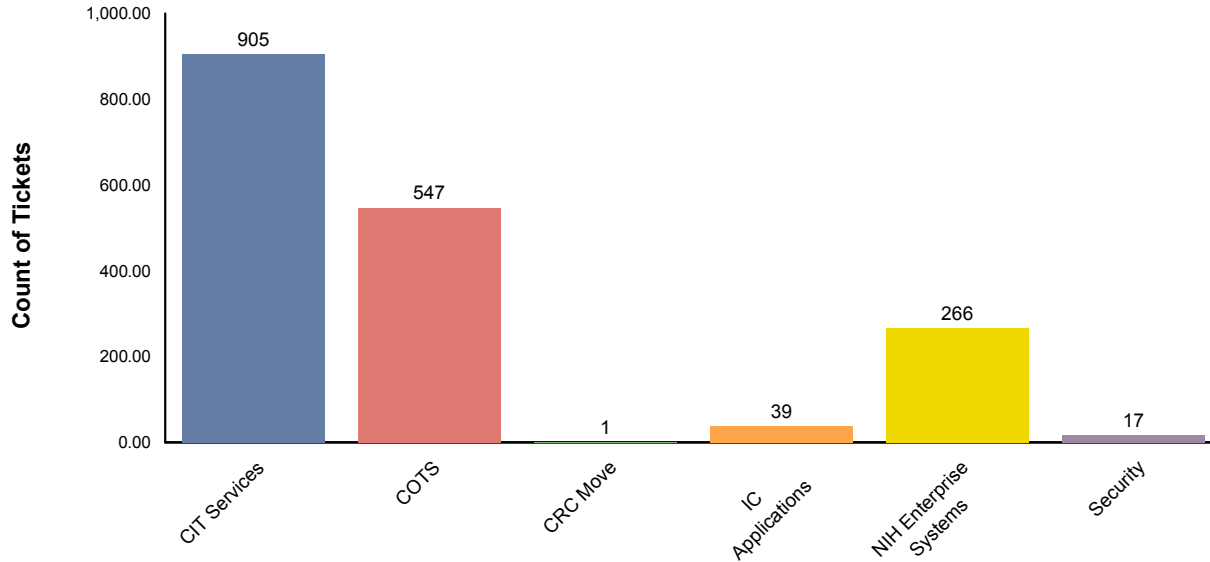
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,775

## Tickets By Category Summary (For NINDS)



### NINDS

1,775

#### CIT Services

905

Accounts	287
Back Office Support	118
CIT Categories	68
CIT Categories Remedy	2
Connectivity	43
Email	195
General Information	60
NECS	1
NIHnet	23
OS/390	22
Telecommunications	33
Training	5
Video	2
Wireless Services	46

#### COTS

547

Application Support	220
Hardware	327

#### CRC Move

1

CRC Move	1
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#### IC Applications

39

CC APPS	5
CC APPS (DCRI)	7
Local LAN	12
Web Site Issue (non-CIT)	15

#### NIH Enterprise Systems

266

ADB	61
EHRP Func App Suppt	1
EHRP Reporting	1
EHRP Security	9
eRA-COMMONS	1
eRA-IMPAC II	10
eRA-Software BA	5
NBS Int. Des/Dev	1
NBS-User Call	117
NED	8
NIH Data Warehouse	5
NIH Services	32
NVision	15

#### Security

17

Anti Virus SW	3
Security	14

# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

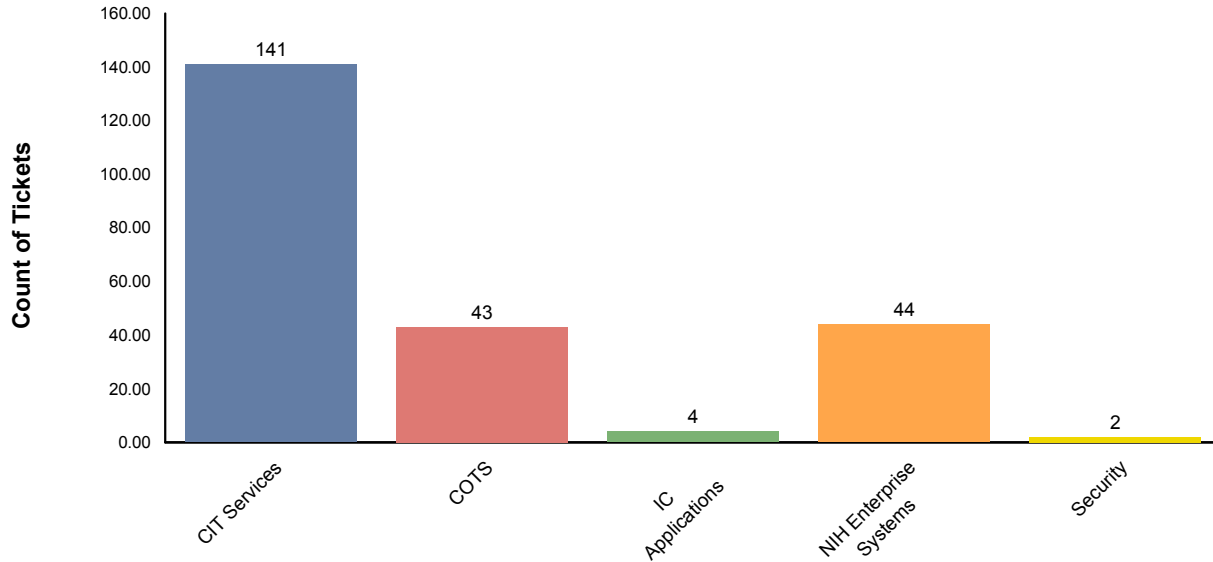
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 234

## Tickets By Category Summary

(For NINR)



### NINR

234

#### CIT Services

141

Accounts	41
Back Office Support	23
CIT Categories	13
CIT Categories Remedy	2
Connectivity	3
Email	19
General Information	9
NECS	1
NIHnet	2
OS/390	2
Telecommunications	3
Training	6
Video	1
Wireless Services	16

#### COTS

43

Application Support	29
Hardware	14

#### IC Applications

4

Local LAN	3
Web Site Issue (non-CIT)	1

#### NIH Enterprise Systems

44

ADB	4
eRA-IMPAC II	6
eRA-Software BA	3
NBS-User Call	15
NIH Data Warehouse	7
NIH Services	9

#### Security

2

Security	2
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# IC Ticket Report with Category Summary

For 01/01/2005 to 03/31/2005

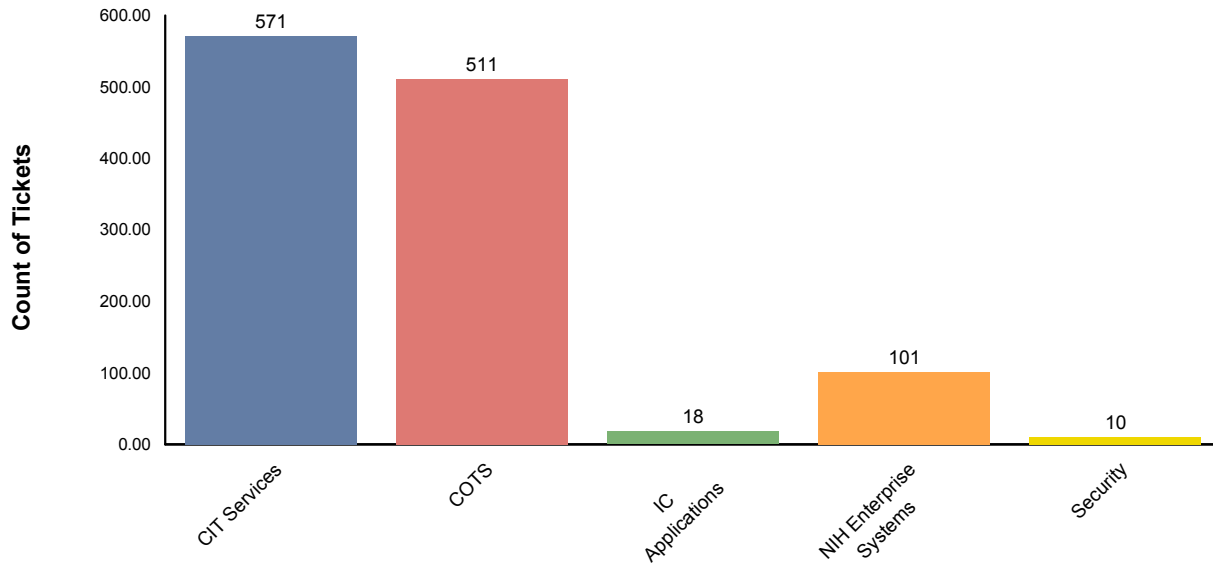
Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,211

## Tickets By Category Summary

(For NLM)



### NLM

1,211

#### CIT Services

571

Accounts	240
Back Office Support	35
CIT Categories	52
CIT Categories Remedy	6
Connectivity	35
Email	67
General Information	38
Helix Support	2
NECS	1
NIHnet	7
OS/390	30
Telecommunications	18
Training	7
Video	6
Wireless Services	27

#### COTS

511

Application Support	232
Hardware	279

#### IC Applications

18

CC APPS (DCRI)	2
Local LAN	7
OIT Categories	1
Web Site Issue (non-CIT)	8

#### NIH Enterprise Systems

101

ADB	29
EHRP Func App Suppt	3
EHRP Reporting	1
EHRP Security	5
eRA-IMPAC II	1
NBS Break/Fix	1
NBS-User Call	36
NED	4
NIH Data Warehouse	6
NIH Services	14
NVision	1

#### Security

10

Anti Virus SW	5
Security	5

# IC Ticket Report with Category Summary

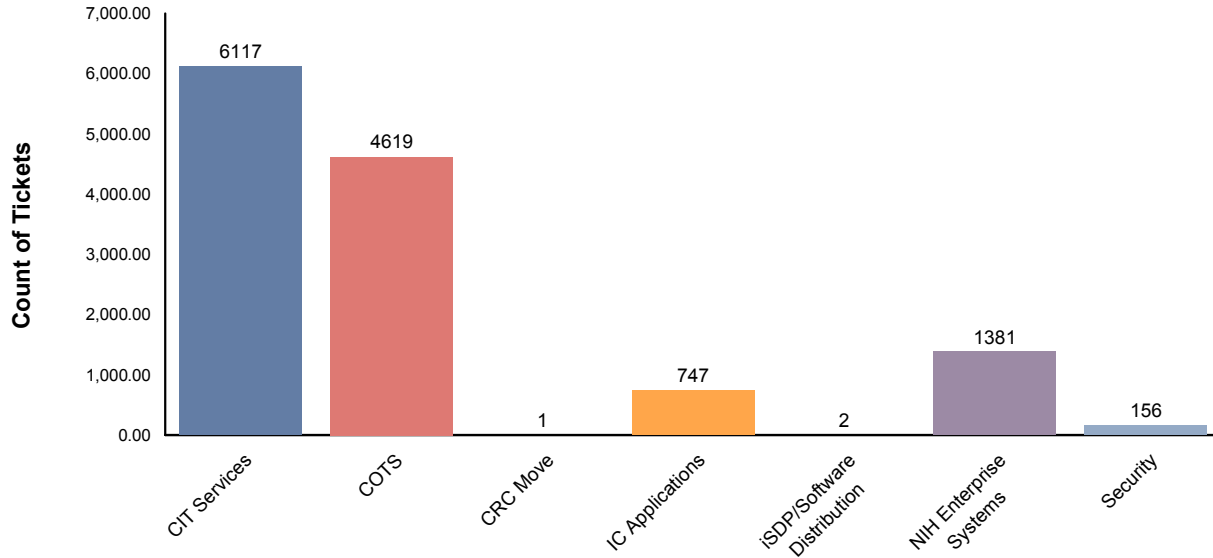
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 13,023

## Tickets By Category Summary (For OD)



### OD 13,023

#### CIT Services

6,117

Accounts	1,969
Back Office Support	945
CIT Categories	392
CIT Categories Remedy	32
Connectivity	275
Email	1,308
General Information	387
Helix Support	1
NECS	1
NIHnet	93
OS/390	67
Project Work	2
Pubs/Software Distribution	2
Telecommunications	210
Training	45
Video	30
Wireless Services	358

#### COTS

4,619

Application Support	1,679
Hardware	2,940

#### CRC Move

1

CRC Move	1
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#### IC Applications

747

CC APPS (DCRI)	2
E-Grants	20
Local LAN	163
OIT Categories	455
Web Site Issue (non-CIT)	107

#### iSDP/Software Distribution

2

iSDP/Software Distribution	2
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#### NIH Enterprise Systems

1,381

ADB	264
EHRP Change Management	2
EHRP Func App Suppt	8
EHRP Non-App Specific	1
EHRP Reporting	5
EHRP Security	65
EHRP Technical	24
EHRP User Error	3
EHRP Workflow/Worklist	11
eRA-COMMONS	21
eRA-IMPAC II	156
eRA-Software BA	11
NBS-User Call	356
NED	61

IC Ticket Report with Category Summary  
For 01/01/2005 to 03/31/2005

Snapshot Date: 4/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NIH Data Warehouse	74	
NIH Services	305	
NVision	14	
Security		156
Anti Virus SW	26	
Security	130	